

1. The first step is to identify the problem. This involves understanding the current situation and what needs to be improved.

2. The second step is to set goals. These should be specific, measurable, achievable, relevant, and time-bound (SMART).

3. The third step is to develop a plan. This involves determining the steps needed to achieve the goals and assigning responsibilities.

4. The fourth step is to implement the plan. This involves putting the plan into action and monitoring progress.

5. The fifth step is to evaluate the results. This involves comparing the actual results with the goals and identifying areas for improvement.

6. The sixth step is to make adjustments. This involves making changes to the plan or goals based on the evaluation.

7. The seventh step is to communicate. This involves sharing the results and progress with stakeholders.

8. The eighth step is to document. This involves keeping records of the process and results for future reference.

9. The ninth step is to review. This involves periodically reviewing the process and results to ensure ongoing improvement.

10. The tenth step is to celebrate success. This involves recognizing and rewarding the team for their achievements.

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Class	Subclass	Date	Examiner
705	35-38	10/23/08	NS

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